

JSC Workplace Lactation Project:

A Collaborative Effort



Background

- Issues that led to action
 - Requests/inquiries made to HR and Clinical Services Branch (CSB) over the years
 - Petition formed by women in 4S/4N for areas not within toilet area of the restroom
- Collaborative team formed to assess what JSC has available, what can be changed or added, with minor modifications, and identify the “low-hanging fruit”



Collaboration Team

- Human Resources
- Office of Equal Opportunity and Diversity
- Center Operations
- Clinical Services

Needs Assessment

- Site assessment of existing areas
- Informal interviews with nursing moms
- Discussions with Facility Managers
- Discussions with Managers and Group Leads
- Benchmarking within NASA and externally

Agency Benchmarking

- KSC has one New Mom Space
 - Sponsored by the Human Resources Office
 - Room has a code lock, full-size refrigerator, small couch, rocking chair, electrical outlets and folding room divider for extra privacy.
- MSFC has a Nursing Mothers Program
 - Sponsored by the Office of Diversity and Equal Opportunity
 - Currently have 17 lactation rooms located in restrooms (with partitions separating lactation area from restrooms), conference rooms and other rooms designated specifically for lactation rooms.
 - Rooms have tables, chairs and partitions (if needed).
- GSFC has a Lactation Program
 - Sponsored by the Human Resources Office
 - Currently have 13 lactation rooms administered by SuperMoms, employees in the building who have been trained by the Health Unit in use of the pump and the industrial hygiene requirements.
 - Equipped with Medela Classic hospital grade breast pump, sink, table, chair, small refrigerator and electrical outlets.

External Benchmarking

- Site visits to MD Anderson Cancer Center and Chevron
 - MD Anderson
 - Dedicated Lactation Rooms throughout various buildings
 - Each room has areas separated by curtains so multiple moms can use the rooms simultaneously with privacy
 - Rooms have: electrical outlets, counter space for pumps, a microwave for sanitizing pump parts, sink (with soap, water and paper towels), telephone, dry erase board so moms can communicate with each other for support & questions, external door lock access with badge reader
 - Some rooms have closed loop TV with MD Anderson programming, which includes health education and breastfeeding related information
 - Chevron
 - Dedicated Lactation Rooms throughout various buildings
 - Each room is for single user
 - Rooms have: electrical outlets, small table for pumps, a microwave for sanitizing pump parts, sink (with soap, water and paper towels), telephone, external door lock access with badge reader

Team Findings

- **Initial Site Assessment**

- 25 Current locations
 - The majority are within restrooms (7 in restroom vestibules and 15 in restrooms)
 - Modifications are being made (install curtains for added privacy, replace some furniture, etc.)
- 10 Potential areas once privacy is increased
- Some buildings have no space currently available

- **Strengths**

- JSC has been successfully addressing this issue in many areas.

- **Challenges**

- Lack of communication. Many employees, facility managers, managers and group leads unaware of existing locations or how to express the need for a location.
- Space constraints. Creating spaces outside a bathroom area may be a significant challenge due to space constraints that are well known throughout the Center.
- Resources. Lack of funding to pay for modifications and lack of availability of locking doors for current areas. Curtains and improved furniture are being funded by COD.

Examples of Current Lactation Areas

- Areas that have already had improvements made

Building 32



Building 4S

Considerations

- A coordinated, concerted effort to improve how JSC meets this need demonstrates a proactive approach from a multidisciplinary team.
- This is an opportunity to enhance what already exists to meet employee needs and raise the bar to implement changes that will have a significant, positive impact for the workforce.
- New buildings (building 20) and further building renovations (starting with building 12) include specified-lactation areas.
- Further development of this project is in line with Center Director and HR Director's goals for Innovation/Inclusion, Work/Life Fit and Exploration Wellness.

Recent Legislation

- Recent Legislation in the new Patient Protection and Affordable Care Act
 - Section 4207 – Reasonable Break Time for Nursing Mothers amends the Fair Labor Standards Act
 - Adds that employers shall provide:
 - Reasonable break time for an employee to express breast milk for her nursing child for 1 year after the child's birth
 - A place, other than a bathroom, that is shielded from view and free from intrusion from coworkers and the public, which may be used by an employee to express breast milk.
- Feedback on Implementation:
 - Office of Personnel Management
 - In guidance on establishing a lactation program, OPM recommends having a locking door
 - JSC Office of the Chief Counsel
 - If there is a locking door, a separate entrance, etc. those are all factors that can be considered in determining if a room is a place “other than a bathroom.”

Proposed Modification Options

Option 1: Minor Area Modifications

- Upgrade current and potential lactation areas with curtains and improved furniture
- Cost per curtain and rod : \$20

Option 2: Additional Area Upgrades

- Upgrade at least one lactation area per building have a locked door
- Utilize locking partitions in restroom vestibules or dedicate a separate space
- Approximate cost per locking partition: \$1,500

Option 3: Additional Area Amenities

- Upgrade a variety of areas to provide a hospital-grade breast pump
- Approximate cost per hospital-grade pump: \$800-1,000
- Approximate cost for mother's kits: \$35

Other Issues

- Addressing several safety concerns in current areas which include wobbly partitions, uneven floors and space constraints

Business Case for Lactation Areas

- Breastfeeding lowers healthcare costs
 - Babies who are not breastfed visit the physician more often, spend more days in the hospital, and require more prescriptions than breastfed infants.
 - CIGNA conducted a 2-year study of 343 employees and found that the program resulted in an annual savings of \$240,000 in health care expenses, 62 percent fewer prescriptions, and \$60,000 savings in reduced absenteeism rates.
 - Parents of children who are breastfed miss work less often.
- Companies that provide lactation support programs have lower turnover rates
 - Employees are more likely to return to work after childbirth.
 - Mutual of Omaha's lactation support program led to a retention rate of 83% of their maternity workforce compared to the national average of 59%.
- Companies that provide lactation support programs generally have employees who are more loyal and productive
 - According to Health Care Women International, employees whose companies provide breastfeeding support consistently report improved morale, more satisfaction with their jobs, and higher productivity.

Proposed Project Timeline

- **September 2010** – launch lactation project website and Center-wide communication
- **November 2010** – complete improvements and modifications to current lactation areas in the quad area
- **February 2011** – complete site-wide assessment (buildings not previously surveyed)
- **May 2011** – complete improvements and modifications to areas identified in site-wide assessment

Next Steps

- Present project status to JSC Senior Management in late Sept 2010
 - Determine modification option to implement
 - Obtain concurrence on project timeline and activities
 - Ensure management awareness and support of JSC's Lactation Project
 - Obtain support for implementation of project activities

JSC Workplace Lactation Project:

Acknowledgments

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